Supervising Students

Thanks to pop culture, we have been exposed to a plethora of excellent examples of supervisors-gone-wrong. From *The Office*’s character Michael Scott to Scott Adams’ comic strip *Dilbert*, we are surrounded by images of supervisors who are incompetent and out of touch. It’s tragic to think that one of the most vital relationships in our lives—our relationship with a mentor—could be so skewed. Our employees are students and are in the middle of such a huge growth period of their lives; it is that much more important to foster a healthy mentorship with our workers. It is our responsibility as Building Services employees to ensure that we are strong Christian role models for the students we employ. Here are some points to remember when managing students:

1) For a lot of students we are their introduction into the world of work.
2) They will note the good and the bad.
3) If we fail, we fail the students as well.
4) We are to set an example and actions speak louder than words.
5) We should be striving to improve ourselves, those around us, and the students.

Training Students

1) Assume they know nothing
2) You tell them and then have them tell you.
3) You show them and then have them show you.
4) Do not rush training. Time spent training now will avoid unnecessary headaches later.
5) Training and positive reinforcement is an ongoing process.
6) Performance is defined by two components: ability and motivation. Keep in mind that motivation is defined differently by different people and can change over time. What works today may not work tomorrow.

Teaching Students

Student supervision can have a great impact on your job satisfaction. Working with these emerging professionals can lead to more self-reflection and self-improvement. Managing students with demanding schedules and such varying needs can be quite challenging, but each challenge presented can be a learning opportunity for both the student employee and his or her supervisor. Together—learning and growing—the student employee/supervisor relationship is one of great dialogue, much like the relationship between teacher and student.
**Informing Students**

Good information, knowledge, data, and records management are crucial parts of good management for both regulatory compliance and avoidance of risk. Sound information is an essential to excellence and success. Informational management should be simple and easy to understand. The information and templates in this section will help you manage basic information. These are the official templates approved by Building Services Management and can be accessed under *Denali R/Staff/BuildingServices/The hiring process*. You must use the official templates when interviewing, disciplining, safety training and completing the job training checklist. It is your responsibility to manage the other information using either approved templates or constructing your own.